

CLAIMS

What is claimed is:

1. A system, comprising:
 - a first speech recognition engine;
 - a second speech recognition engine; and
 - evaluation logic coupled to the first and second speech recognition engines, the evaluation logic evaluates the first and second speech recognition engines based evaluation signals from a user and, based on the evaluation, selects one of said speech recognition engines to process additional speech signals from the user.
2. The system of claim 1 further comprising a switch coupled to the first and second speech recognition engines and the evaluator, wherein, based on the evaluation, the evaluation logic causes the switch to release a connection to the speech recognition engine that was not selected.
3. The system of claim 1 further comprising a communications mechanism and, based on the evaluation, the evaluation logic selects the communications mechanism that is not the first or second speech recognition engines.
4. The system of claim 1 wherein the evaluation logic compares outputs from the first and second speech recognition engines and selects the first speech recognition engine if the outputs are identical.
5. The system of claim 1 wherein the evaluation logic determines a response time for each of the first and second speech recognition engines and selects the second speech recognition engine if the response time of the second speech recognition engine is equal to or shorter than the response time of the first speech recognition engine.

6. The system of claim 1 wherein the evaluation logic receives a first confidence score from the first speech recognition engine and a second confidence score from the second speech recognition engine and selects the second speech recognition engine if the confidence score of the second speech recognition engine is equal to or higher than a threshold.

7. The system of claim 1 wherein the first speech recognition engine permits a plurality of ports to be used on behalf of a plurality of users and the system further comprises a port monitor coupled to the first speech recognition engine and to the evaluation logic, wherein the port monitor determines a number of currently available ports and, if the number of currently available ports exceeds a threshold, causes first speech recognition engine to be used.

8. The system of claim 7 wherein if the number of currently available ports is below a threshold, the port monitor causes one of the speech recognition engines to be selected based on the evaluation.

9. A system, comprising:

first means for recognizing speech;

second means for recognizing speech; and

means for evaluating a parameter associated with the first and second means for recognizing speech based on evaluation voice input from a user during a session and, based on the evaluation, for selecting one of said first and second means for recognizing speech.

10. The system of claim 9 further comprising means for releasing the first or second means for recognizing speech that is not selected .

11. The system of claim 9 wherein the means for evaluating a parameter comprises means for assessing the relative accuracy of the first and second means for recognizing speech.

12. The system of claim 9 wherein the means for evaluating a parameter comprises means for assessing the relative performance of the first and second means for recognizing speech.

13. The system of claim 9 wherein the first and second means for recognizing speech comprise a means for determining a confidence score associated with the voice input.

14. The system of claim 9 further comprising means for monitoring a number of available ports associated with the first means for recognizing speech and for selecting the first means for recognizing speech if the number of available ports exceeds a threshold.

15. A method, comprising:

evaluating an evaluation set of utterances from a user during a session; and
based on evaluating the evaluation set of utterances, selecting between a first speech recognition engine and a second speech recognition engine for the remainder of the session.

16. The method of claim 15 wherein evaluating the evaluation set of utterances comprises determining a relative accuracy of the first and second speech recognition engines.

17. The method of claim 15 wherein evaluating the evaluation set of utterances comprises determining a relative performance of the first and second speech recognition engines.

18. The method of claim 15 wherein evaluating the evaluation set of utterances comprises comparing a first confidence score generated by the first speech recognition engine with a second confidence score generated by the second speech recognition engine.

19. The method of claim 15 further comprising automatically selecting the first speech recognition engine if a number of available ports associated with the first speech recognition engine exceeds a predetermined value.

20. The method of claim 15 further comprising selecting the first or second speech recognition engines based on the evaluation only if a number of available ports associated with the first speech recognition engine falls below a predetermined value.

21. A storage medium containing code that can be loaded into a computer and executed by a processor in the computer, the code causing the computer to:
evaluate an evaluation set of utterances from a user; and
based on the evaluation of the evaluation set of utterances, select between
a first speech recognition engine and a second speech recognition
engine.

22. The storage medium of claim 21 wherein the code causes the processor to evaluate the evaluation set of utterances by performing an action selected from the group consisting of comparing a relative accuracy of the first and second speech recognition engines, comparing the a relative performance of the first and second speech recognition engines, and comparing a confidence score generated by the first and second speech recognition engines, and a combination thereof.

23. The storage medium of claim 21 wherein the code further causes the processor to determine a number of available ports associated with the first speech recognition engine and to automatically select the first speech recognition engine if the number of available ports is above a threshold.

24. The storage medium of claim 23 wherein the code further causes the processor to select between the first and second speech recognition engines based on the evaluation if the number of available ports is below the threshold.